REPLACEMENT SHEET

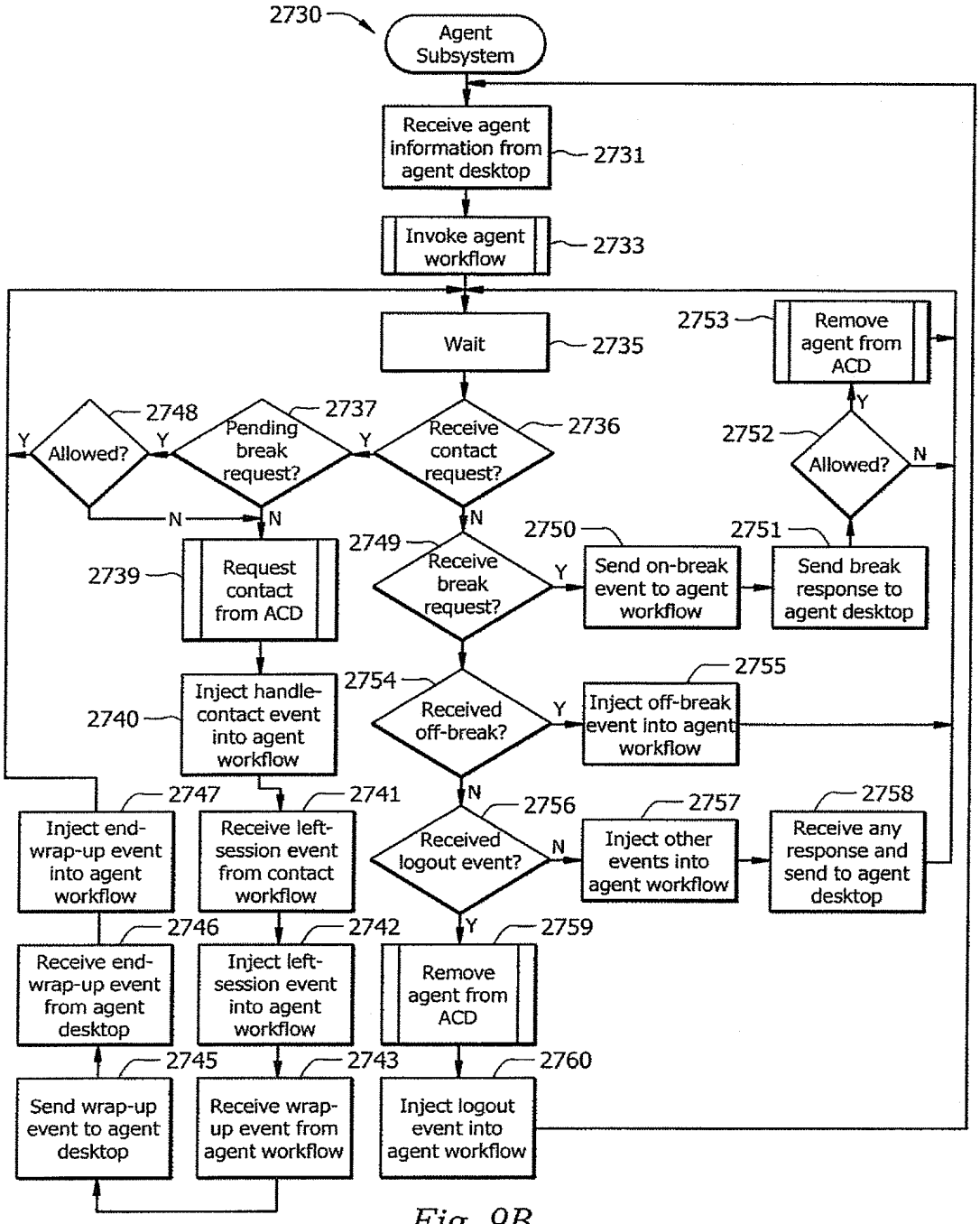

Fig. 9B

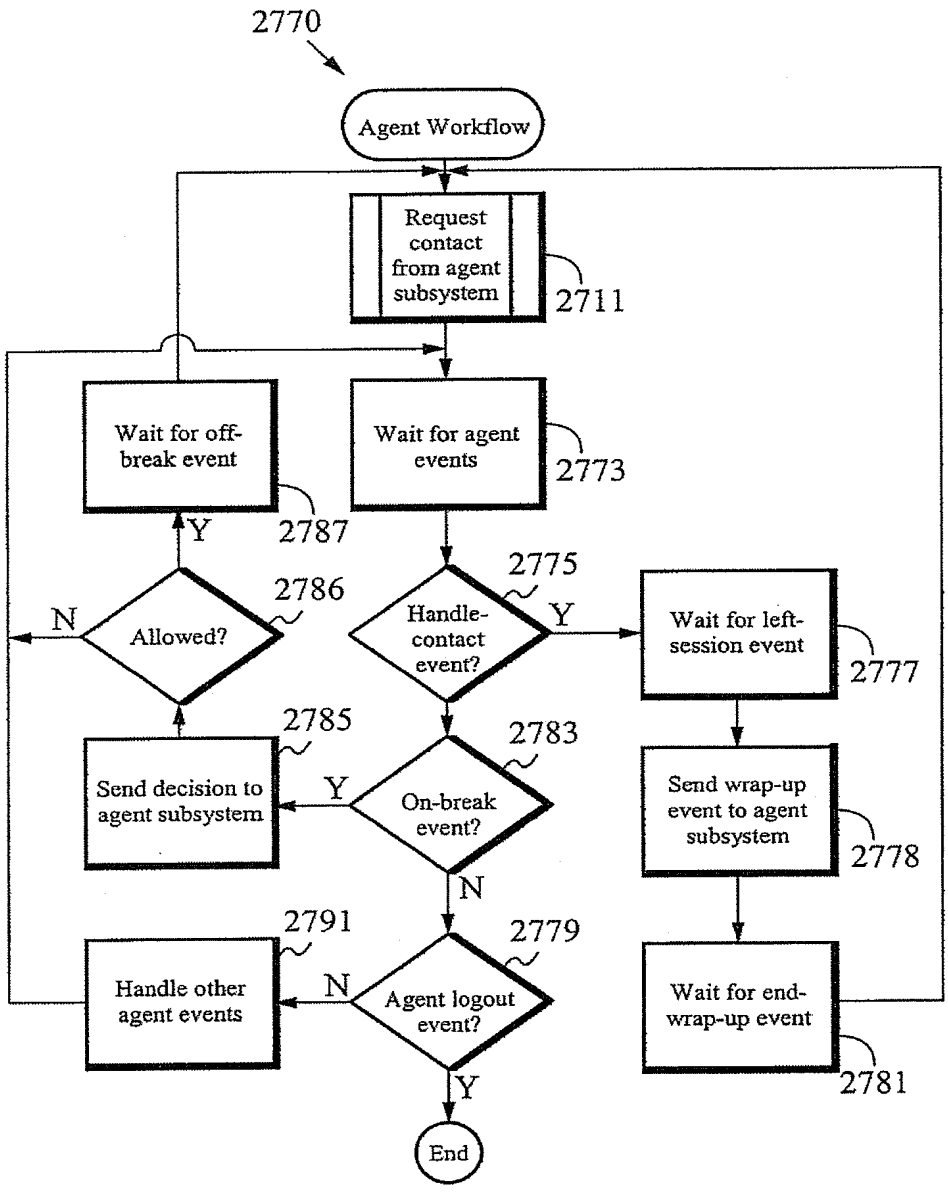
2770
Agent Workflow
Request contact from agent subsystem
2711
Wait for off-break event
2787
Wait for agent events
2773
Y
2775
Handle-contact event?
Y
Wait for left-session event
2777
N
Allowed?
2786
2785
Send decision to agent subsystem
Y
2783
On-break event?
Send wrap-up event to agent subsystem
2778
N
2791
Handle other agent events
N
2779
Agent logout event?
Wait for end-wrap-up event
2781
Y
End

Fig. 9C

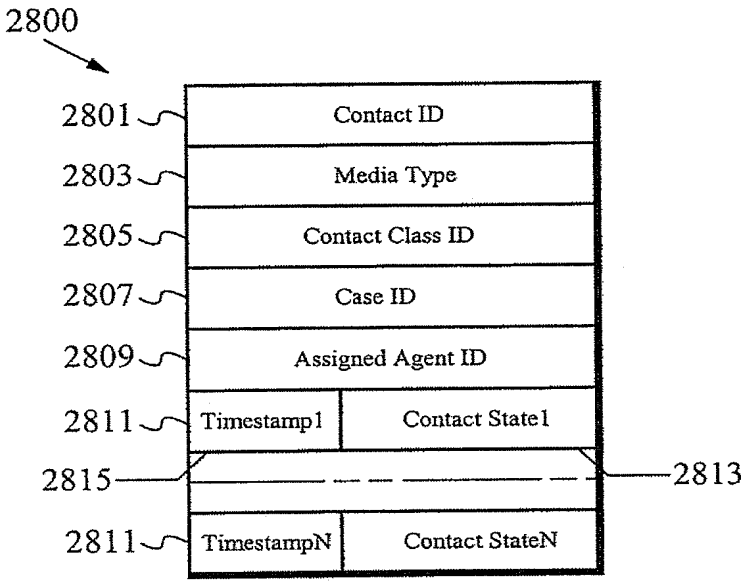
2800
2801
Contact ID
2803
Media Type
2805
Contact Class ID
2807
Case ID
2809
Assigned Agent ID
2811
Timestamp1
Contact State1
2815
2813
2811
TimestampN
Contact StateN

Fig. 10

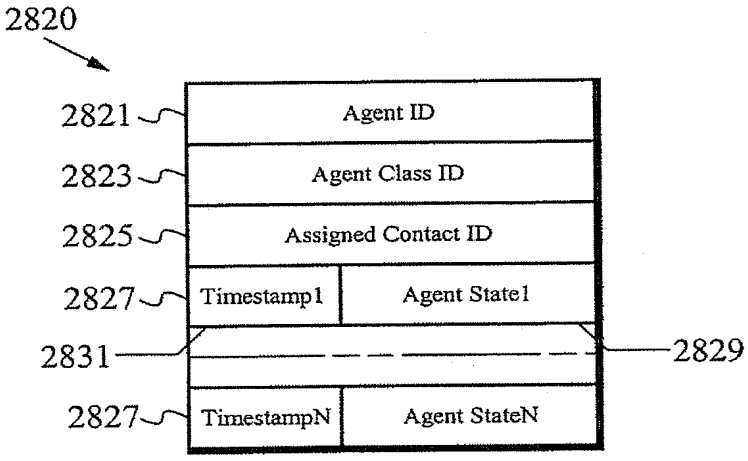
2820
2821
Agent ID
2823
Agent Class ID
2825
Assigned Contact ID
2827
Timestamp1
Agent State1
2831
2829
2827
TimestampN
Agent StateN

Fig. 11

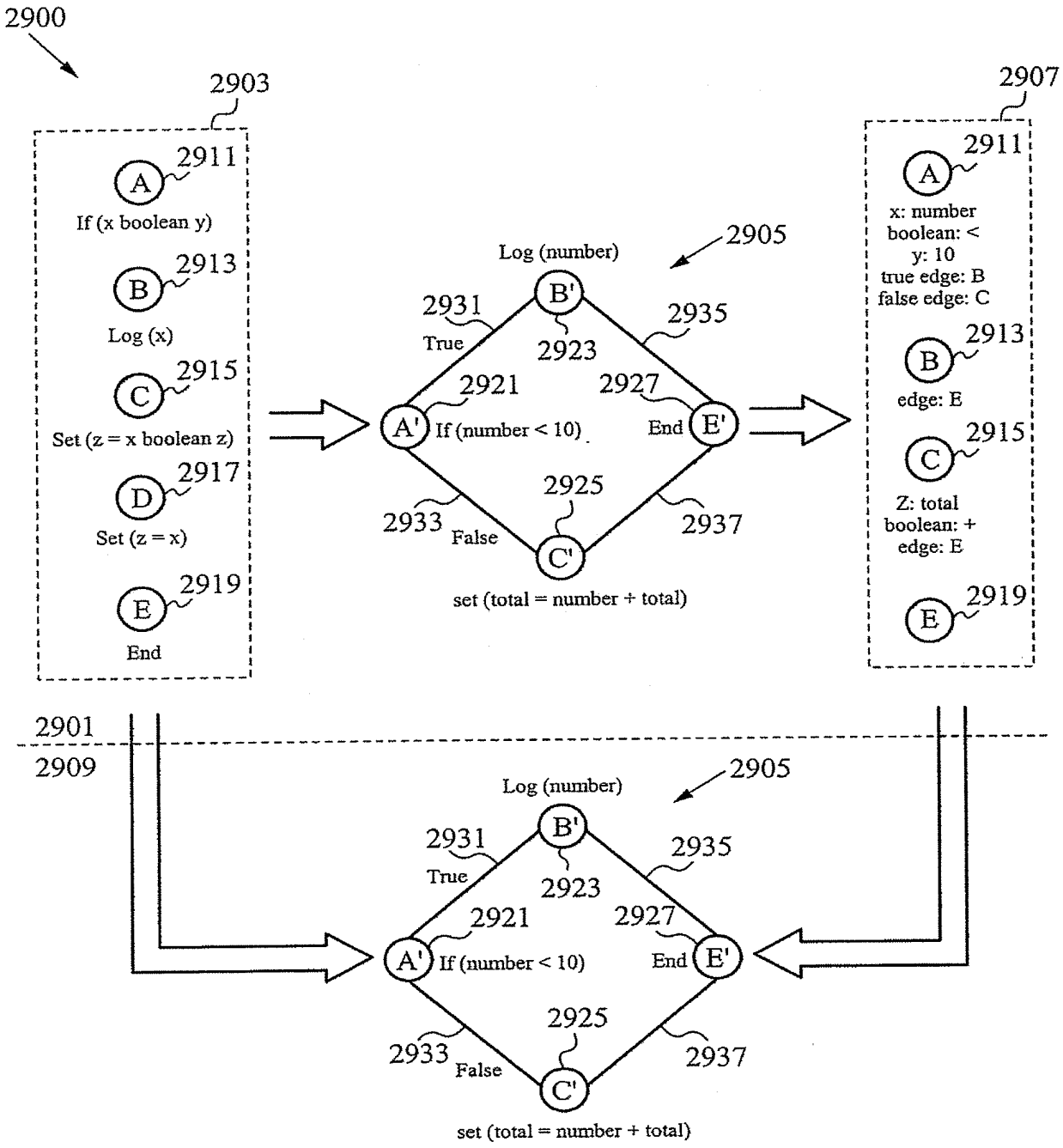
2900
2903
2907
2911
A
If (x boolean y)
2913
B
Log (x)
2915
C
Set (z = x boolean z)
2917
D
Set (z = x)
2919
E
End
Log (number)
2905
B'
2931
True
2923
2935
2921
2927
A'
If (number < 10)
End
E'
2925
2933
False
C'
2937
set (total = number + total)
x: number
boolean: <
y: 10
true edge: B
false edge: C
edge: E
Z: total
boolean: +
edge: E
2901
2909

Fig. 12

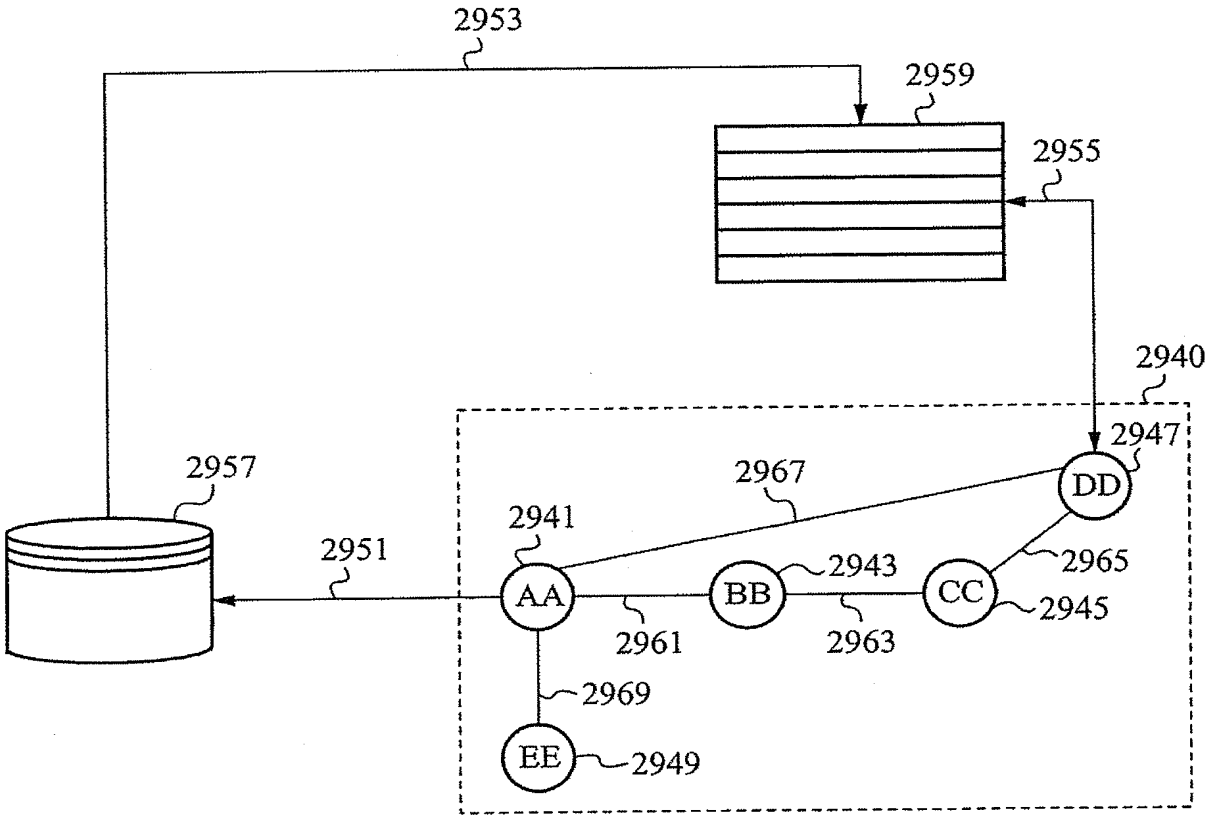
2953
2959
2955
2940
2947
2957
2967
DD
2941
2951
2943
2965
AA
BB
CC
2945
2961
2963
2969
EE
2949

Fig. 13

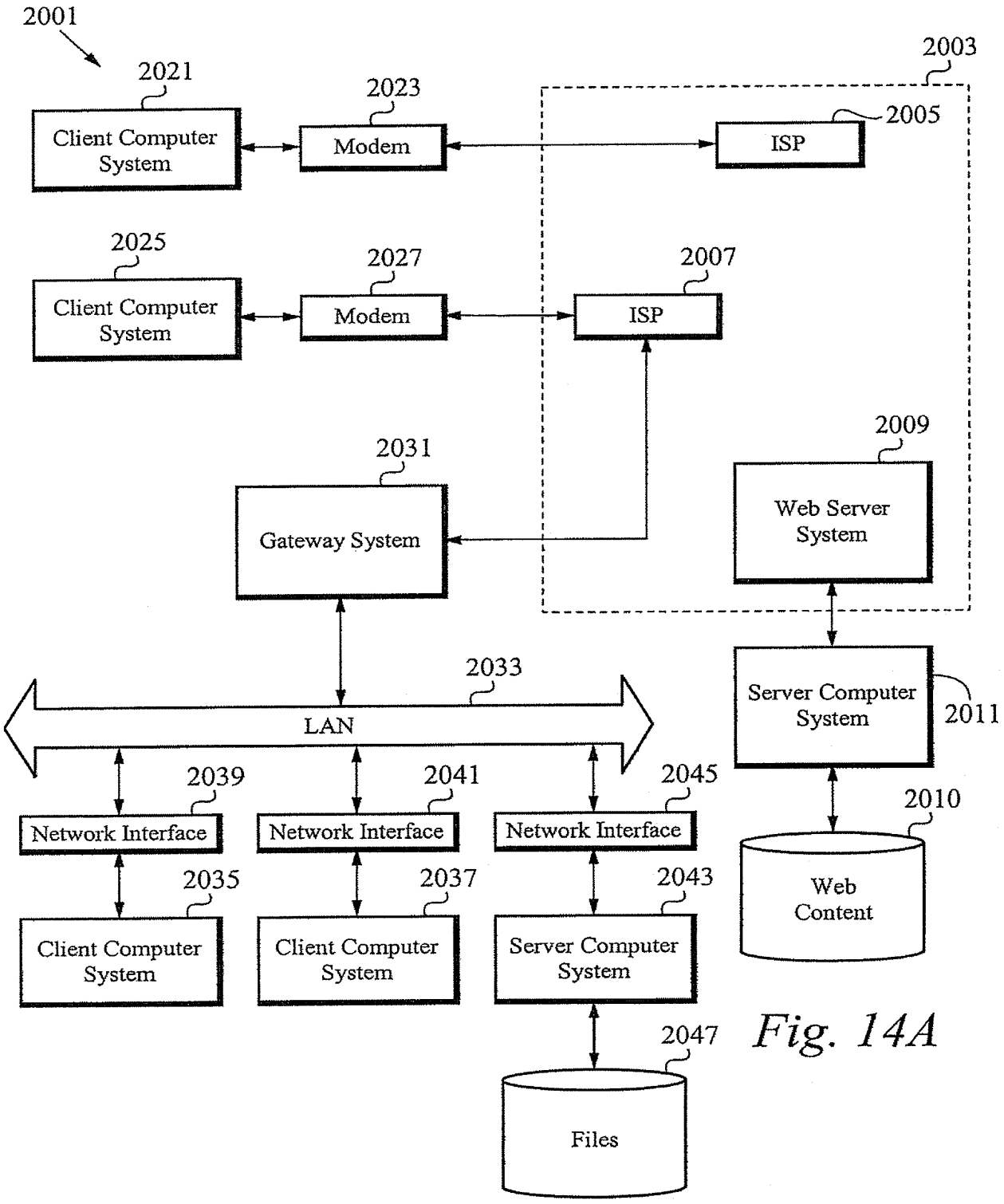
2001
2003
2021
Client Computer System
2023
Modem
2005
ISP
2025
Client Computer System
2027
Modem
2007
ISP
2009
Web Server System
2031
Gateway System
2033
LAN
Server Computer System
2011
2039
Network Interface
2041
Network Interface
2045
Network Interface
2010
Web Content
2035
Client Computer System
2037
Client Computer System
2043
Server Computer System
2047
Files

Fig. 14A

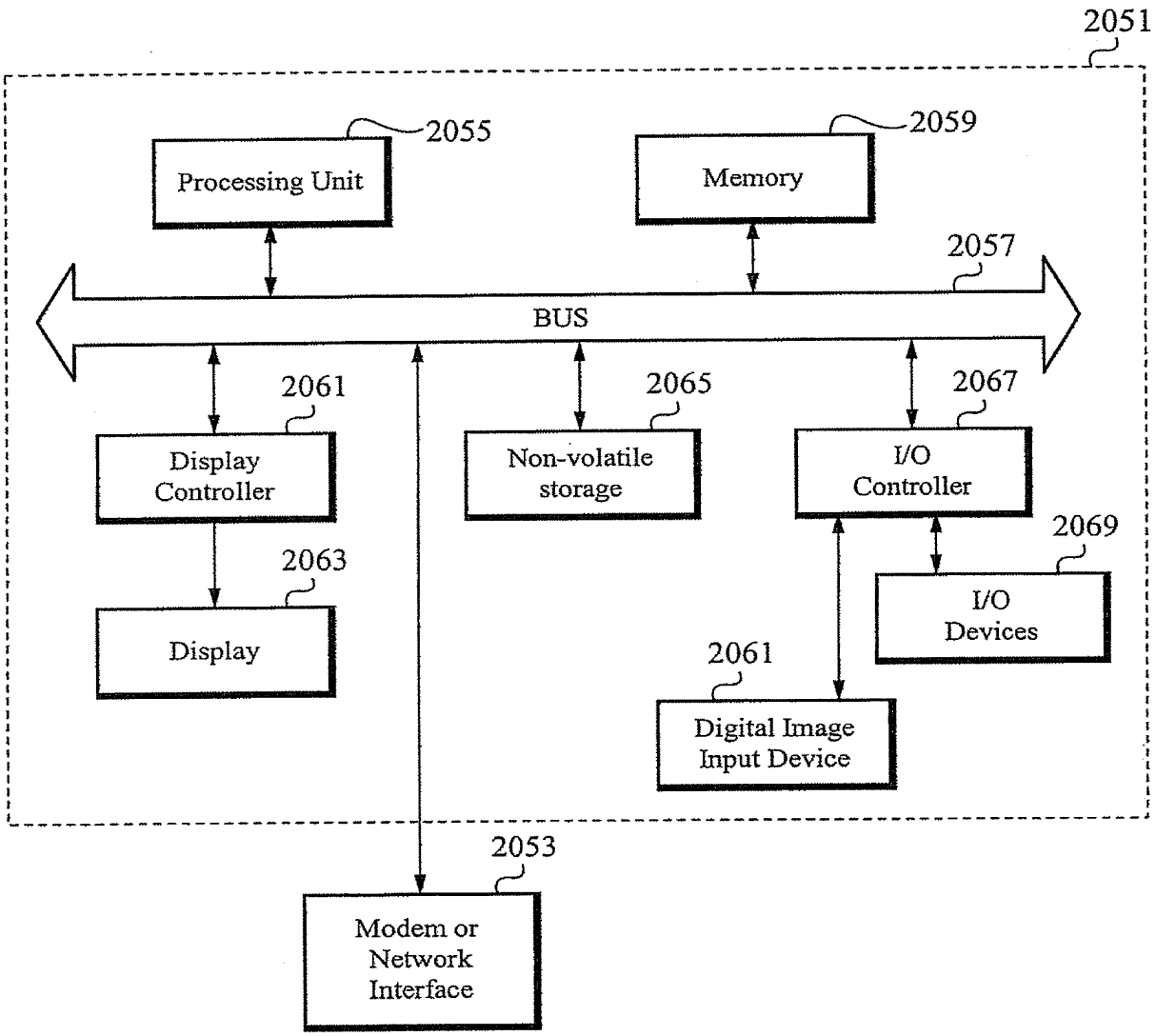
2051
2055
Processing Unit
2059
Memory
2057
BUS
2061
Display
Controller
2065
Non-volatile
storage
2067
I/O
Controller
2069
I/O
Devices
2063
Display
2061
Digital Image
Input Device
2053
Modem or
Network
Interface

Fig. 14B

300

Proxy Server Priority Table

Proxy Address	Time Out	Level	Pointer
192.168.0.1	36 mS	1	N/A
192.168.0.2	36 mS	1	
192.168.37.1	370 mS	2	N/A
192.168.25.1	800 mS	3	0
192.168.25.2	800 mS	3	1
192.168.25.3	800 mS	3	0
DEFAULT		--	--

302 304 306 308

Fig. 15

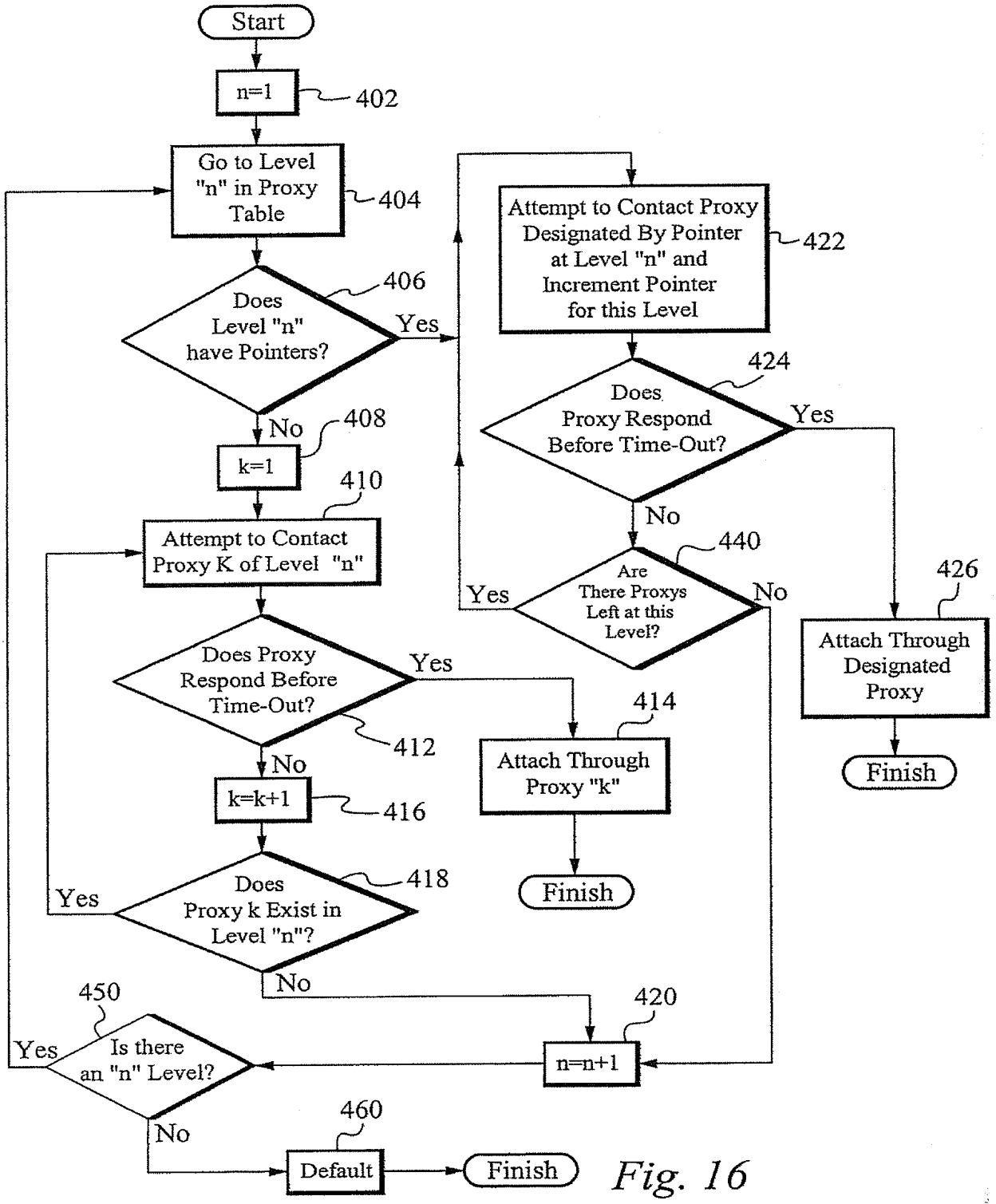
Start
n=1
402
Go to Level "n" in Proxy Table
404
Does Level "n" have Pointers?
406
Yes
No
k=1
408
Attempt to Contact Proxy K of Level "n"
410
Does Proxy Respond Before Time-Out?
412
Yes
No
k=k+1
416
Does Proxy k Exist in Level "n"?
418
Yes
No
Attach Through Proxy "k"
414
Finish
Attempt to Contact Proxy Designated By Pointer at Level "n" and Increment Pointer for this Level
422
Does Proxy Respond Before Time-Out?
424
Yes
No
Are There Proxys Left at this Level?
440
Yes
No
Attach Through Designated Proxy
426
Finish
n=n+1
420
Is there an "n" Level?
450
Yes
No
Default
460
Finish

Fig. 16

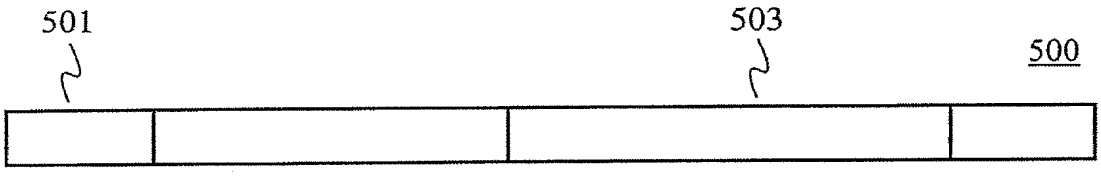

Fig. 17

600

	Field Option	Value	
602			612
604	Incoming Caller	214-555-1212	614
606	Call Purpose	Billing Inquiry	616
608	Derivative Purpose 1	Dispute	618
610	Dispute I.D.	5/12/01/275	620
611	DNI (Called Number)	(1-800-246-1000)	622

Fig. 18

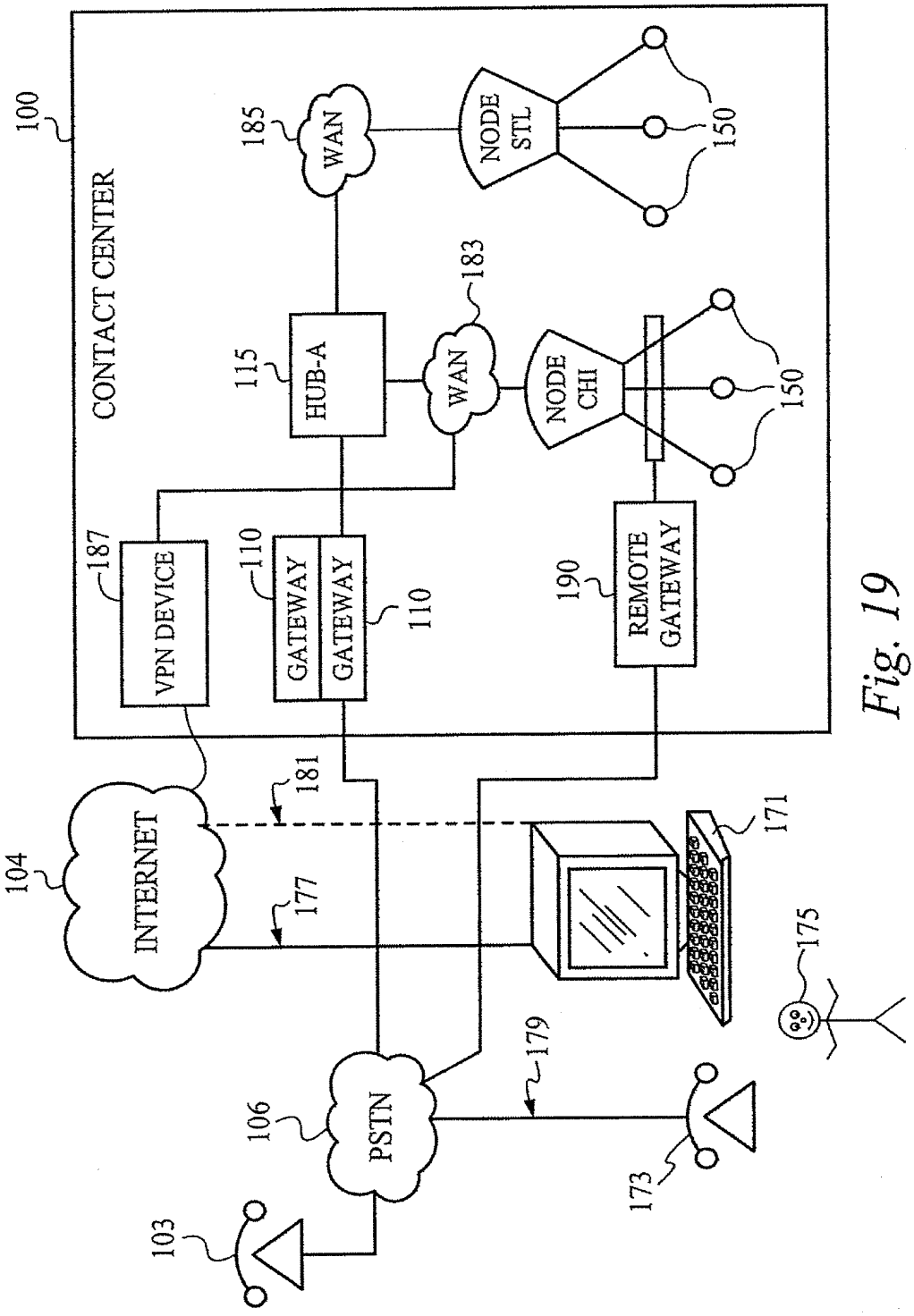
100
CONTACT CENTER
185
WAN
NODE
STL
150
183
115
HUB-A
WAN
NODE
CHI
150
187
VPN DEVICE
110
GATEWAY
GATEWAY
110
190
REMOTE
GATEWAY
104
INTERNET
181
177
171
175
179
106
PSTN
103
173

Fig. 19

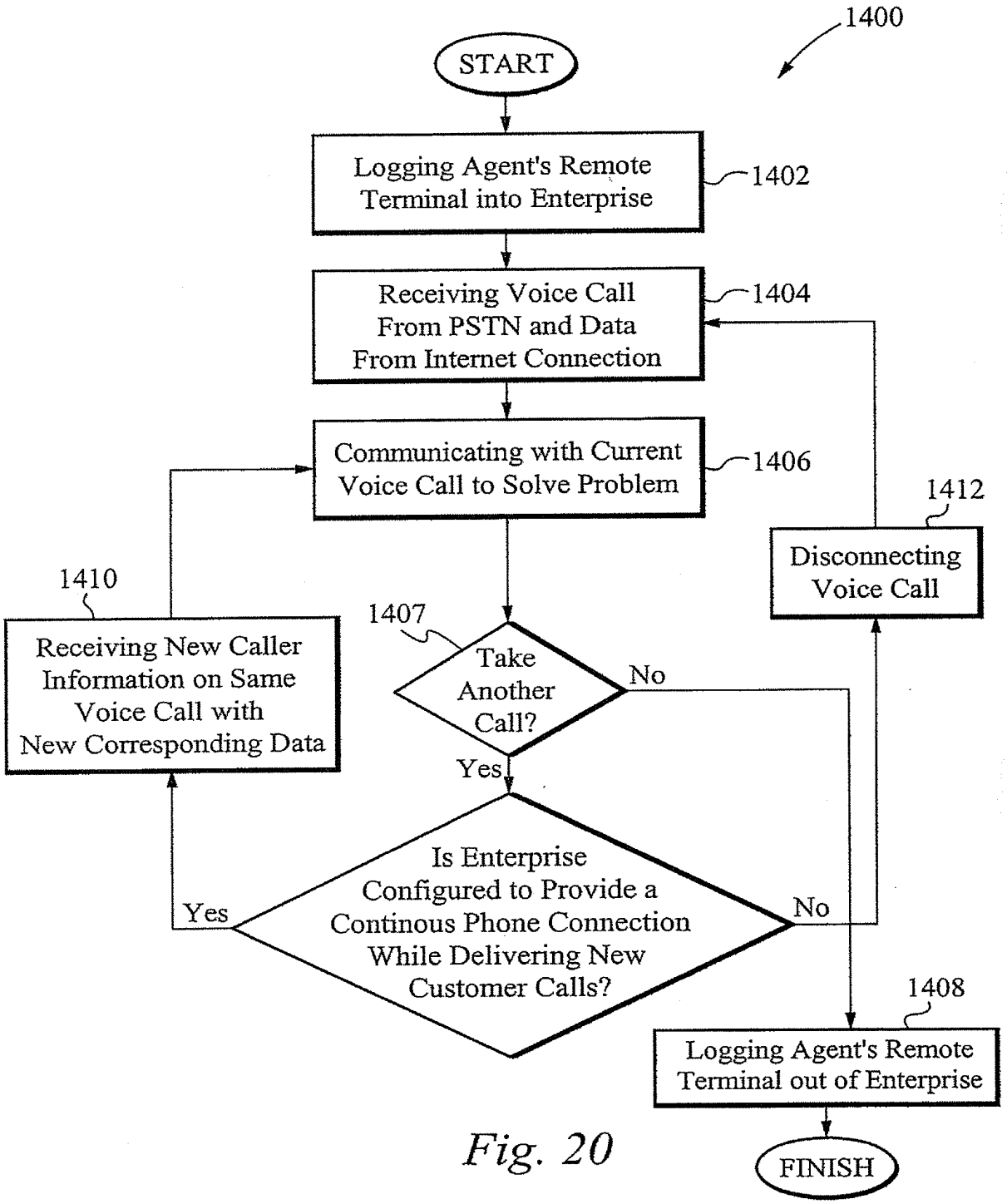
1400
START
Logging Agent's Remote Terminal into Enterprise
1402
Receiving Voice Call From PSTN and Data From Internet Connection
1404
Communicating with Current Voice Call to Solve Problem
1406
1412
Disconnecting Voice Call
1410
Receiving New Caller Information on Same Voice Call with New Corresponding Data
1407
Take Another Call?
No
Yes
Is Enterprise Configured to Provide a Continous Phone Connection While Delivering New Customer Calls?
Yes
No
1408
Logging Agent's Remote Terminal out of Enterprise
FINISH

Fig. 20

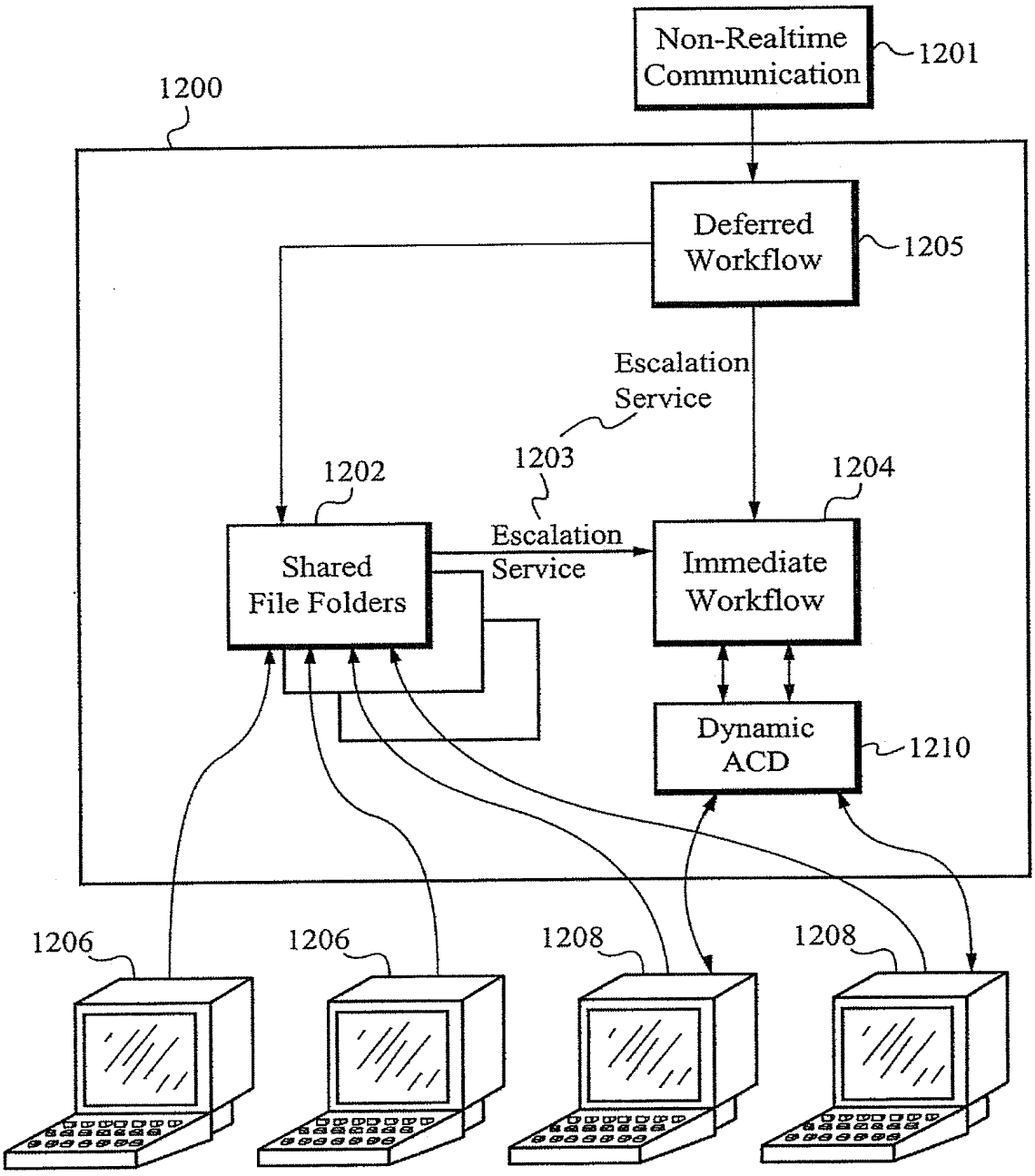
Non-Realtime Communication
1201
1200
Deferred Workflow
1205
Escalation Service
1203
1202
1204
Shared File Folders
Escalation Service
Immediate Workflow
Dynamic ACD
1210
1206
1206
1208
1208

Fig. 21

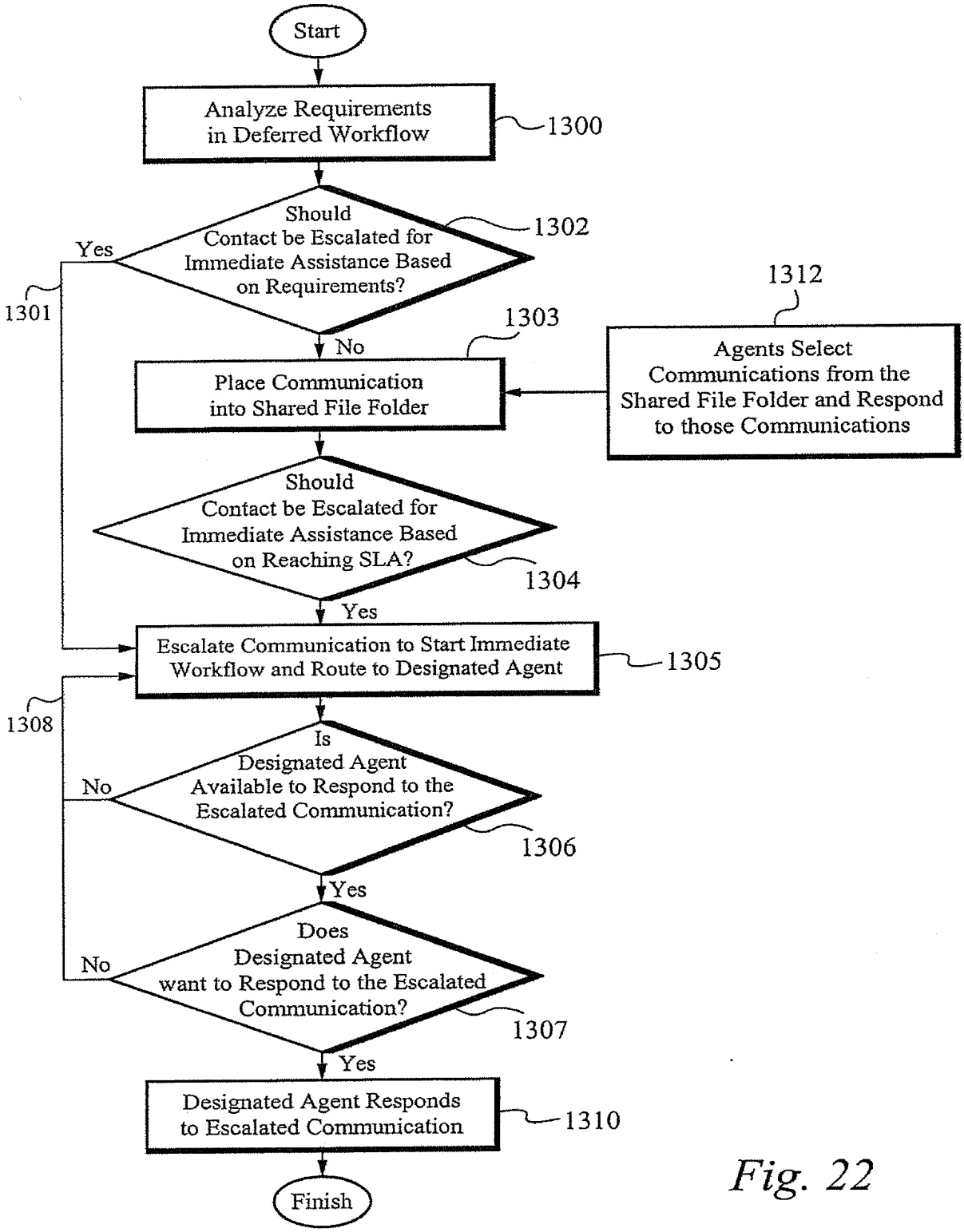
Start
Analyze Requirements in Deferred Workflow
1300
Should Contact be Escalated for Immediate Assistance Based on Requirements?
1302
Yes
1301
No
1303
Place Communication into Shared File Folder
1312
Agents Select Communications from the Shared File Folder and Respond to those Communications
Should Contact be Escalated for Immediate Assistance Based on Reaching SLA?
1304
Yes
Escalate Communication to Start Immediate Workflow and Route to Designated Agent
1305
1308
Is Designated Agent Available to Respond to the Escalated Communication?
No
1306
Yes
Does Designated Agent want to Respond to the Escalated Communication?
No
1307
Yes
Designated Agent Responds to Escalated Communication
1310
Finish

Fig. 22

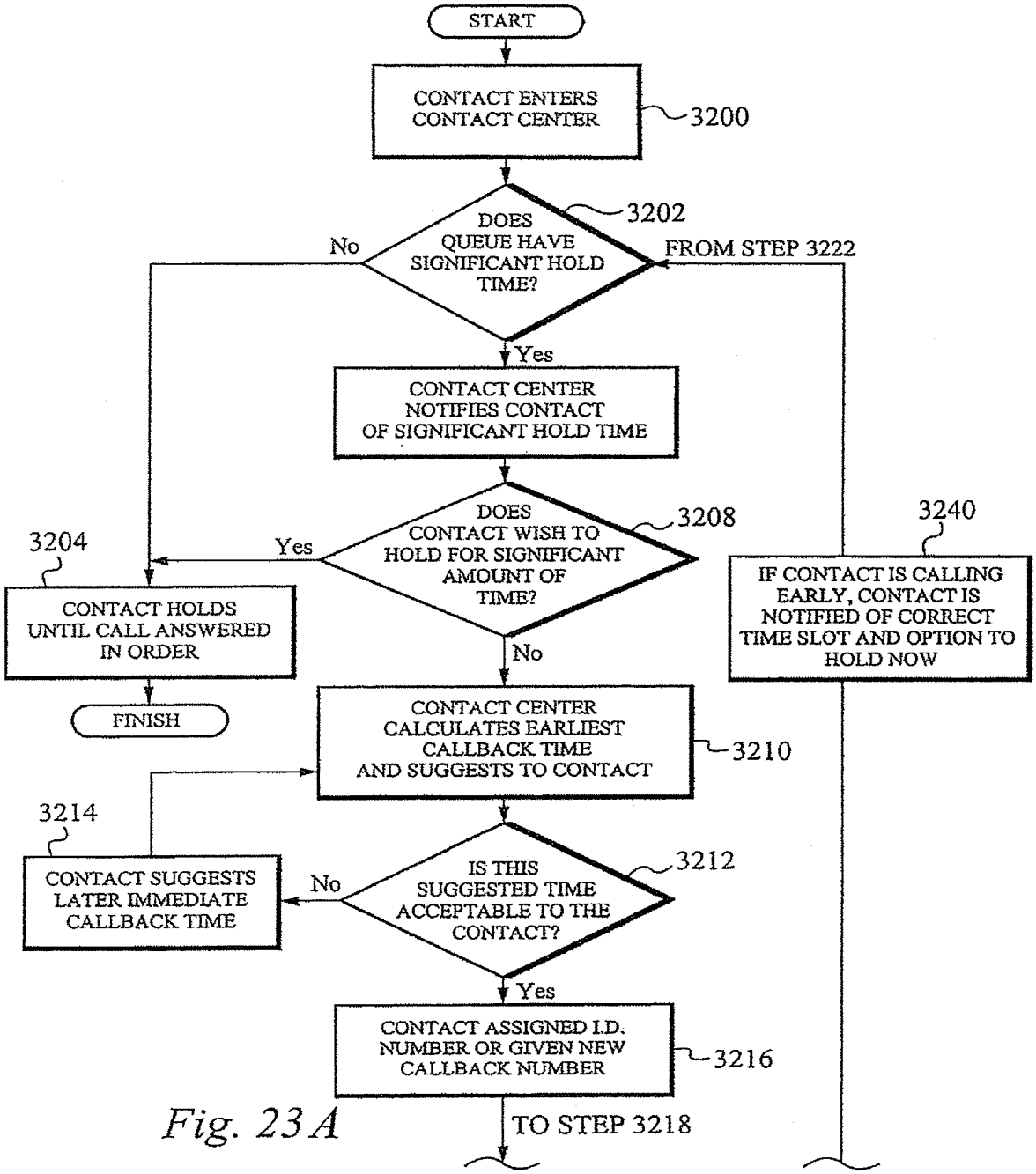
START
CONTACT ENTERS CONTACT CENTER
3200
DOES QUEUE HAVE SIGNIFICANT HOLD TIME?
3202
No
FROM STEP 3222
Yes
CONTACT CENTER NOTIFIES CONTACT OF SIGNIFICANT HOLD TIME
DOES CONTACT WISH TO HOLD FOR SIGNIFICANT AMOUNT OF TIME?
3208
3204
Yes
3240
CONTACT HOLDS UNTIL CALL ANSWERED IN ORDER
No
IF CONTACT IS CALLING EARLY, CONTACT IS NOTIFIED OF CORRECT TIME SLOT AND OPTION TO HOLD NOW
FINISH
CONTACT CENTER CALCULATES EARLIEST CALLBACK TIME AND SUGGESTS TO CONTACT
3210
3214
CONTACT SUGGESTS LATER IMMEDIATE CALLBACK TIME
No
IS THIS SUGGESTED TIME ACCEPTABLE TO THE CONTACT?
3212
Yes
CONTACT ASSIGNED I.D. NUMBER OR GIVEN NEW CALLBACK NUMBER
3216
TO STEP 3218

Fig. 23A

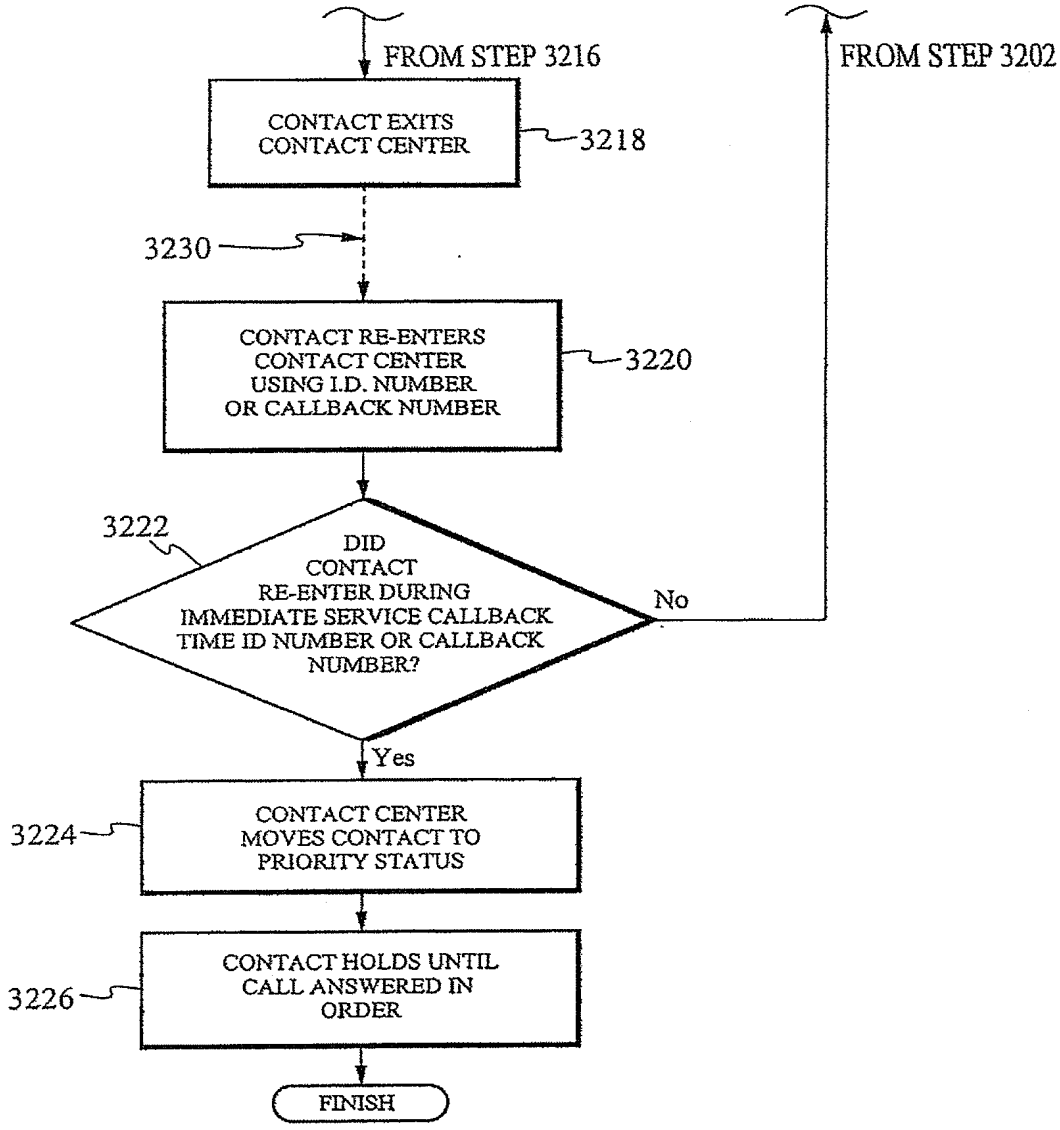
FROM STEP 3216
FROM STEP 3202
CONTACT EXITS CONTACT CENTER
3218
3230
CONTACT RE-ENTERS CONTACT CENTER USING I.D. NUMBER OR CALLBACK NUMBER
3220
3222
DID CONTACT RE-ENTER DURING IMMEDIATE SERVICE CALLBACK TIME ID NUMBER OR CALLBACK NUMBER?
No
Yes
3224
CONTACT CENTER MOVES CONTACT TO PRIORITY STATUS
3226
CONTACT HOLDS UNTIL CALL ANSWERED IN ORDER
FINISH

Fig. 23B

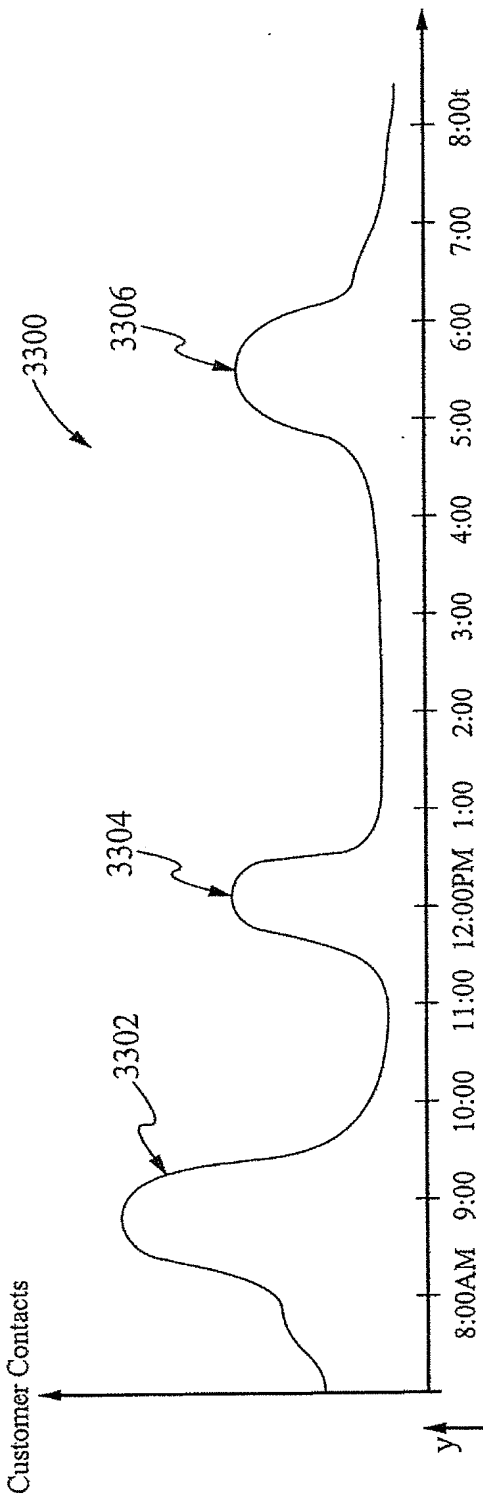

Fig. 24A

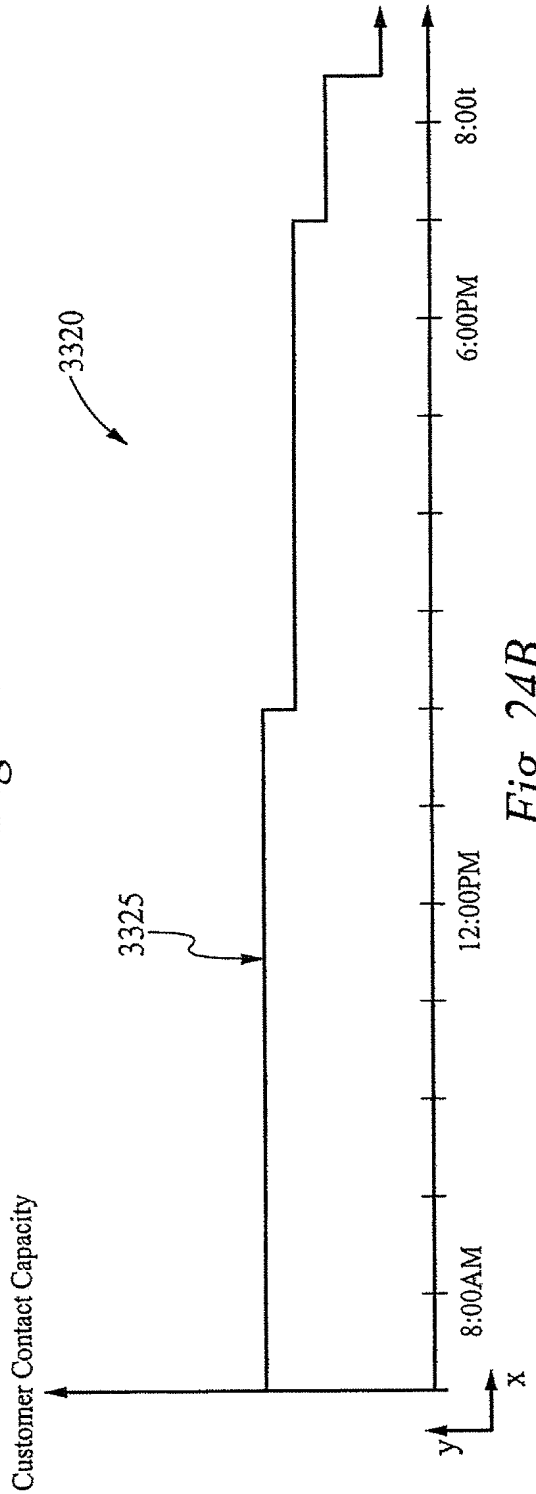

Fig. 24B

REPLACEMENT SHEET

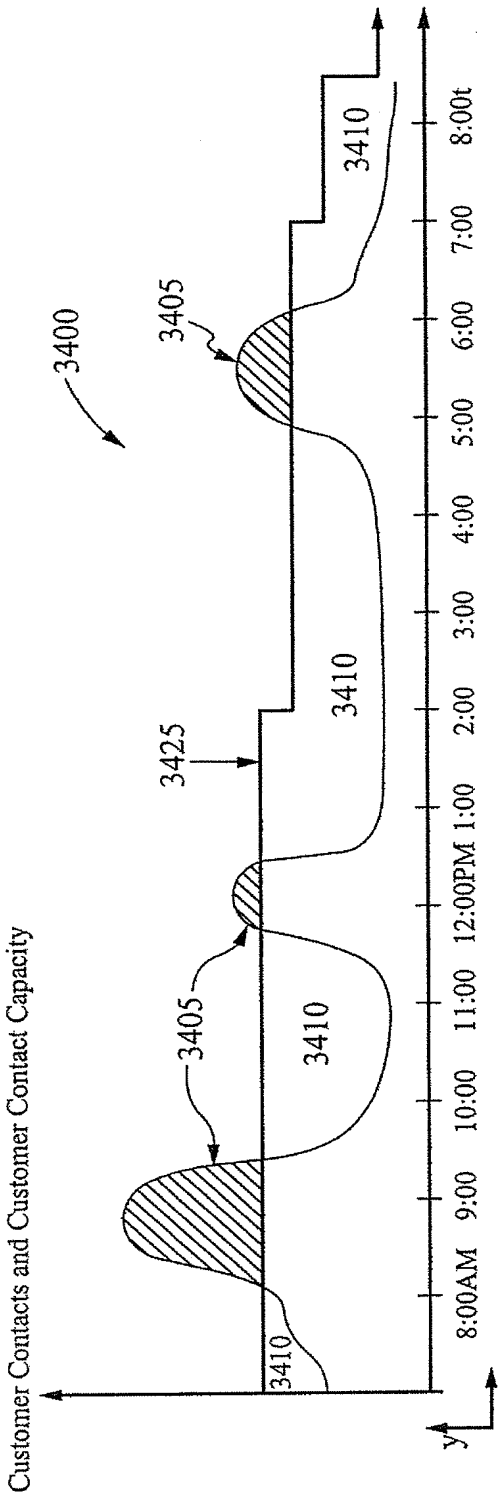

Fig. 25A

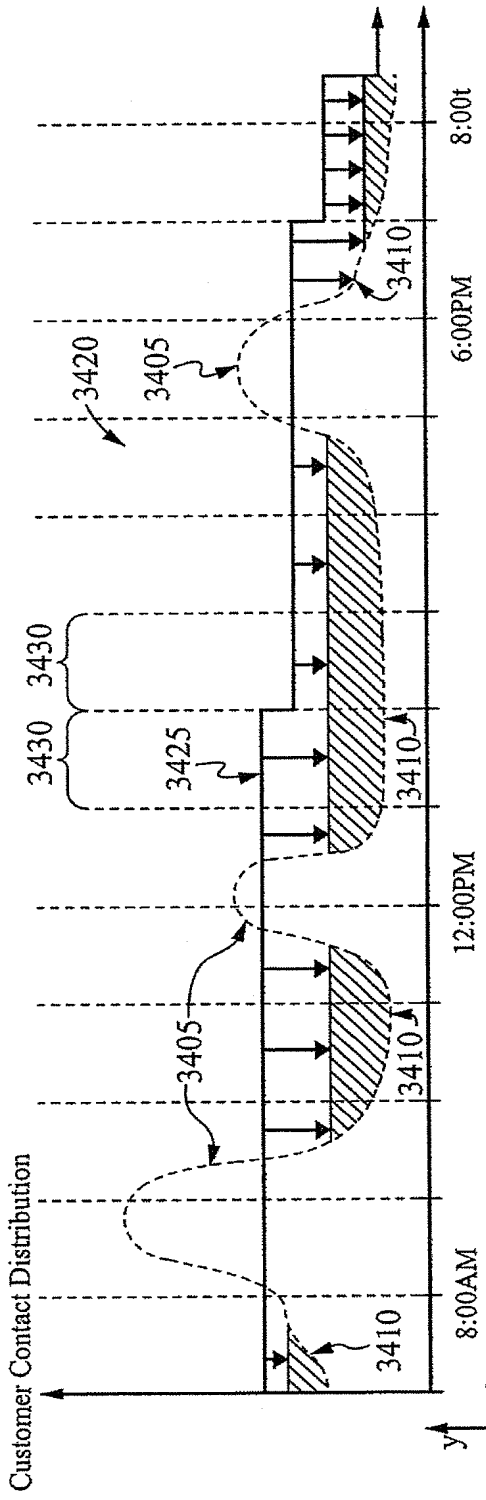

Fig. 25B

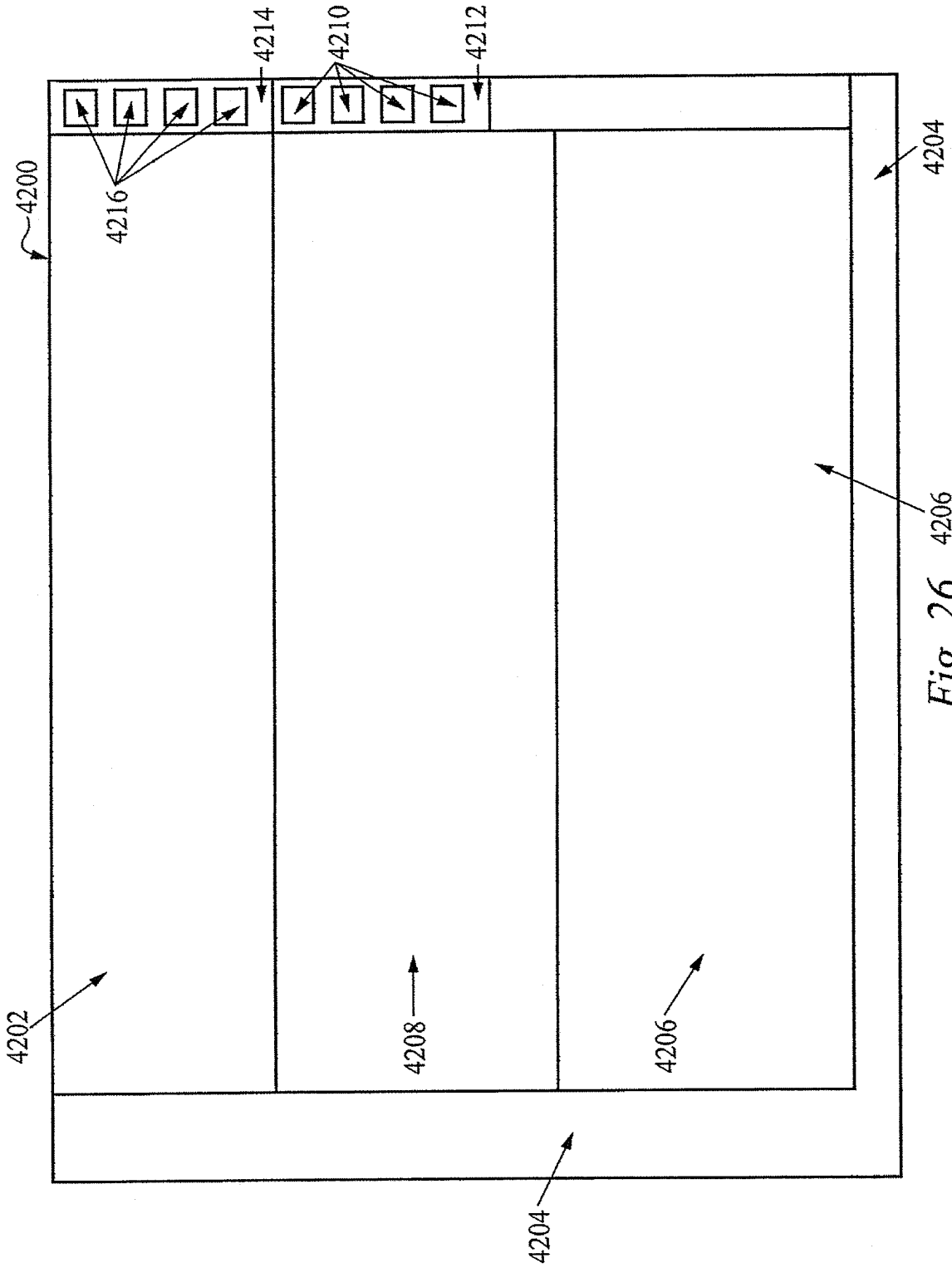

Fig. 26

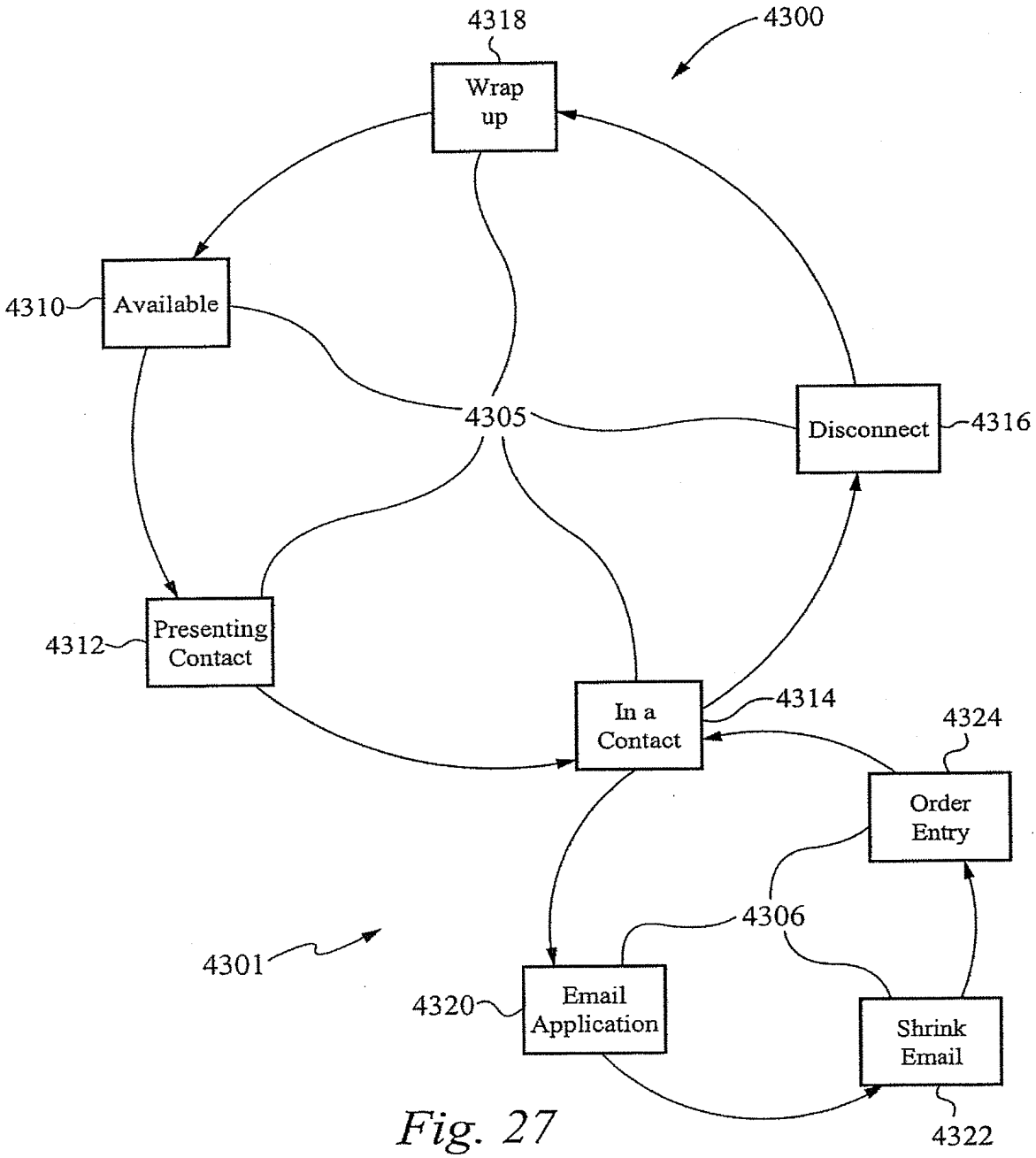
4318
4300
Wrap up
4310
Available
4305
Disconnect
4316
4312
Presenting Contact
In a Contact
4314
4324
Order Entry
4306
4301
4320
Email Application
Shrink Email
4322

Fig. 27

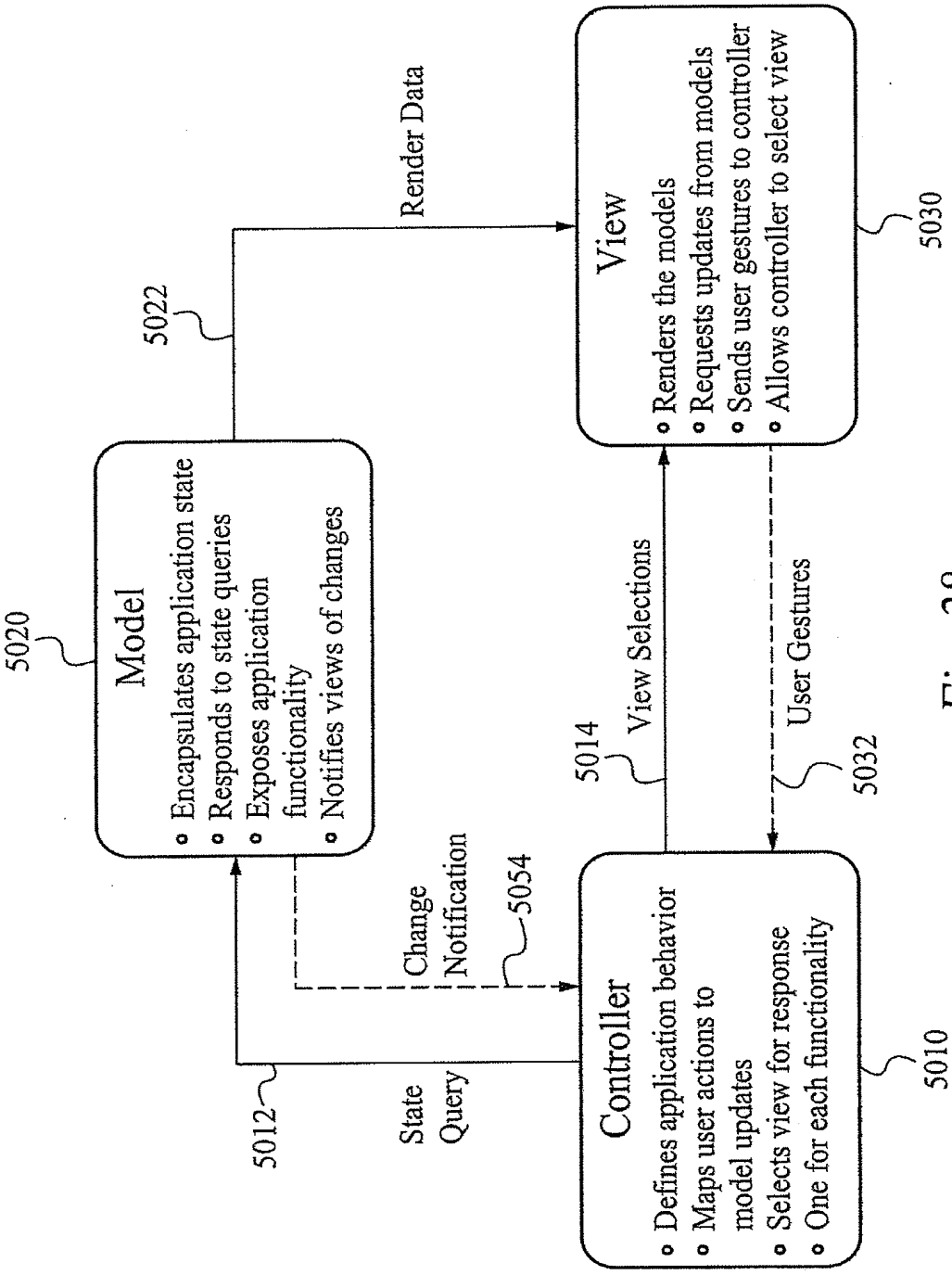
Model
Encapsulates application state
Responds to state queries
Exposes application functionality
Notifies views of changes
5020
5022
Render Data
View
Renders the models
Requests updates from models
Sends user gestures to controller
Allows controller to select view
5030
5014
View Selections
5032
User Gestures
Change Notification
5054
State Query
5012
Controller
Defines application behavior
Maps user actions to model updates
Selects view for response
One for each functionality
5010

Fig. 28

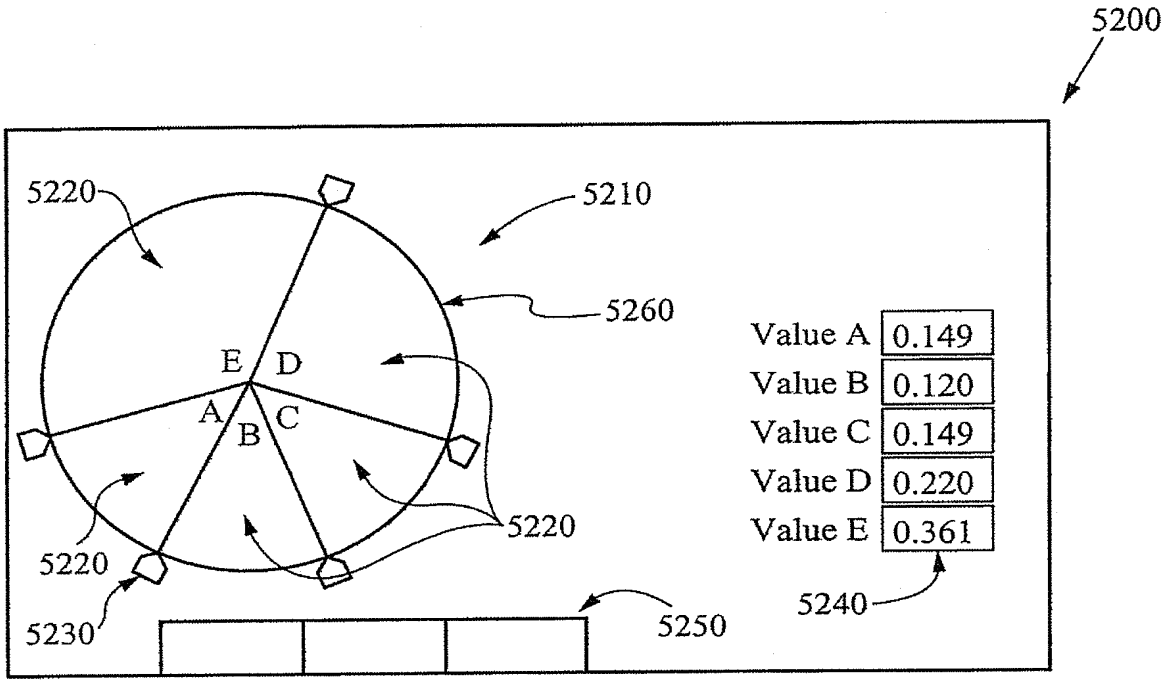
5200
5220
5210
5260
E
D
A
B
C
5220
5220
5230
5250
5240
Value A 0.149
Value B 0.120
Value C 0.149
Value D 0.220
Value E 0.361

Fig. 29

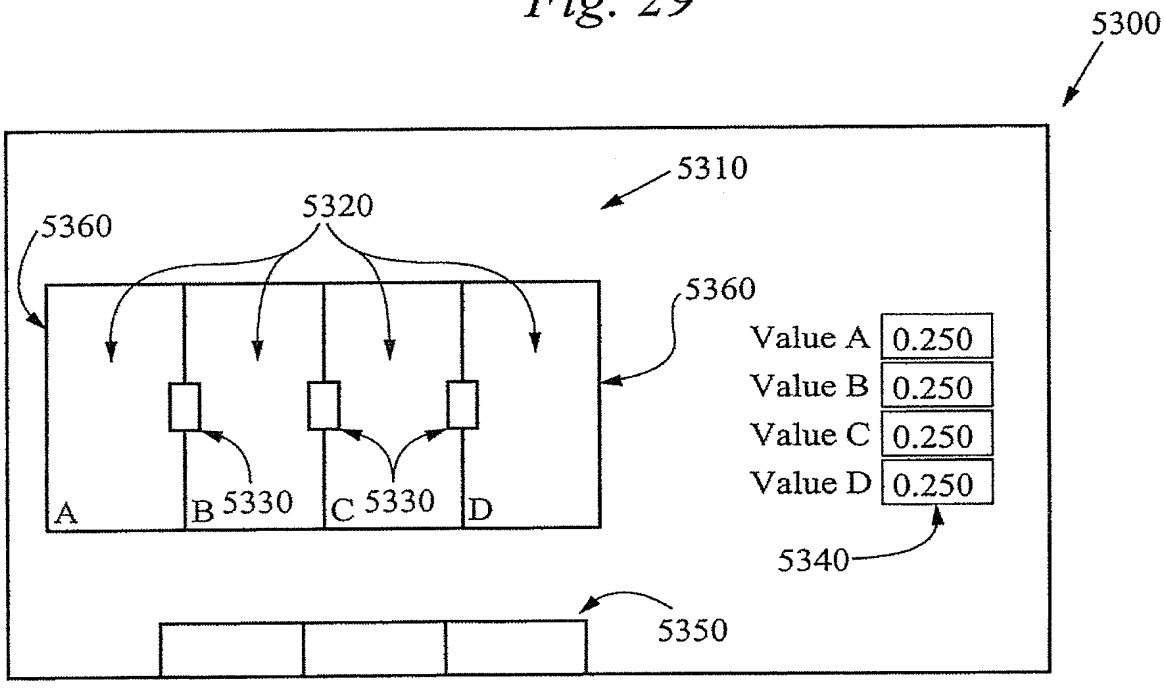
5300
5310
5320
5360
5360
A
B 5330
C 5330
D
5340
5350
Value A 0.250
Value B 0.250
Value C 0.250
Value D 0.250

Fig. 30

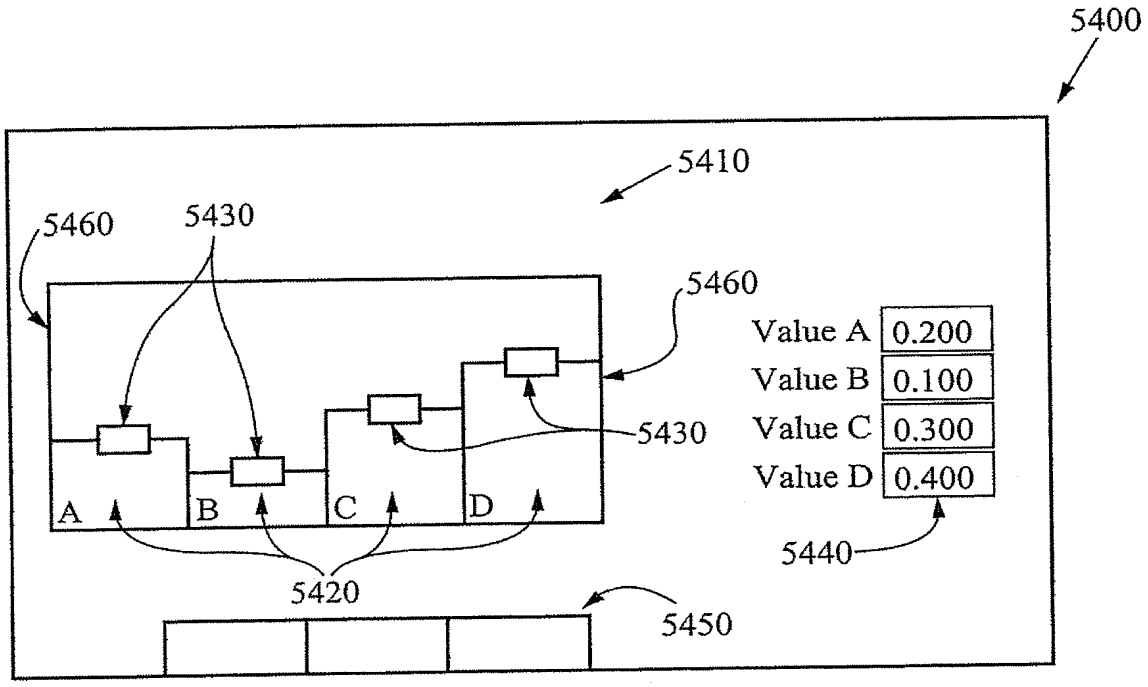
5400
5410
5460
5430
5460
Value A 0.200
Value B 0.100
Value C 0.300
Value D 0.400
5430
A
B
C
D
5440
5420
5450

Fig. 31